

Number of Vehicles Waiting Not in the Fleet Truck Shop Office of Management & Budget

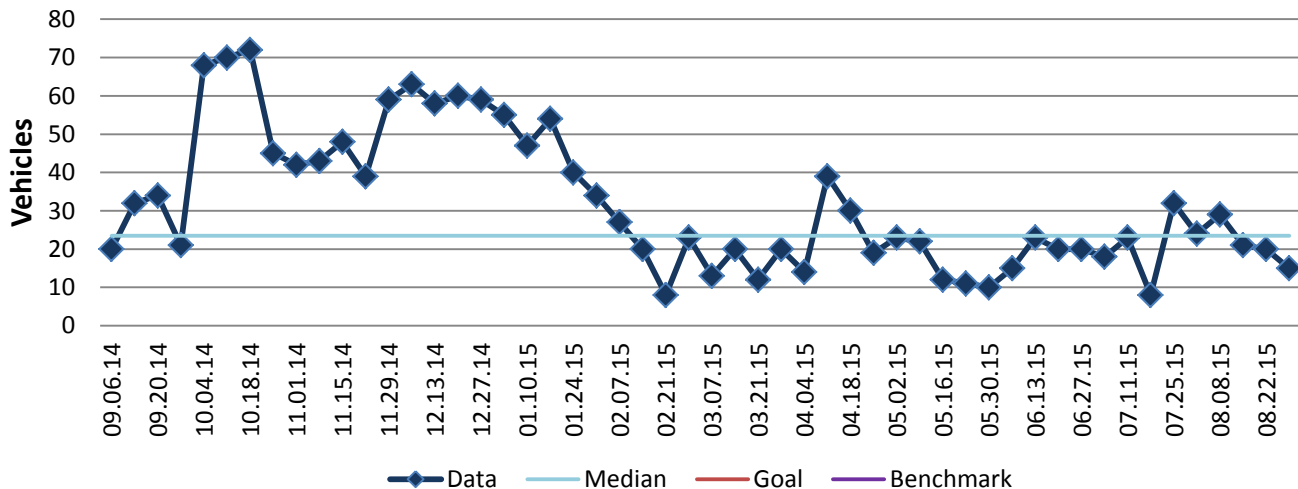
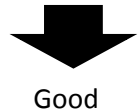


KPI Owner: Matt Maskey

Process: Vehicle Repair

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD Goal: TBD Benchmark: TBD		Data Source: Truck Shop KPI Workbook Goal Source: Fleet Management Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Each data point represents a count of the number of vehicles waiting on the lot outside the Truck Shop. Why Measure: To improve the wait time. Next Improvement Step: Determine performance expectations and management action levels for this indicator		
How Are We Doing?					
08.31.14-08.29.15 12 Month Goal	08.31.14-08.29.15 12 Month Average		08.23.15-08.29.15 Goal	08.23.15-08.29.15 Actual	
TBD	20		TBD	15	
Vehicles	Vehicles		Vehicles	Vehicles	

Number of Vehicles Waiting Not in the Fleet Truck Shop



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.